



Appendix C

Help Desk Technical Progression Plan

Unclassified Procedure Rollout Unclassified

The master version of this document is controlled. All other versions are uncontrolled.

Purpose: To clearly define and communicate the knowledge and qualifications necessary for an agent to advance through the enterprise.

The progression plan will provide:

- ◆ A defined scope of technical skills
- ◆ Continued development
- ◆ Recognition of superior performance
- ◆ Tools to motivate agents
- ◆ Practical Application
 - To Assess Job-based Skills
 - Explanation & Demonstration
- ◆ Computer-Based Assessment
 - To Assess Job Competencies
 - Objective Test

The Progression Plan Qualifications

Provide:

- ◆ Criteria to gauge progress
- ◆ Technical material for one-on-ones
- ◆ Increased confidence in technical abilities

The Qualifications are as follows:

- ◆ Help Desk Intern Qualification
- ◆ Help Desk Tier 1 Qualification
 - Module 1: Basic User and Systems Administration
 - Admin Tools
 - Printers
 - Active Directory
 - Module 2: Software
 - Microsoft Office
 - Legacy Applications (top 5)
 - General Troubleshooting
 - Specific Apps
 - Module 3: Network Connectivity

NMCI Help Desk: CBA

1. If a unit has a command share (S: drive) and 5 users, how much storage space will they be allotted in this share?

a. 1.0 GB
 b. 5.0 GB
 c. 500 MB
 d. 100 MB

<< Previous Next >>

NMCI: Computer Based Assessment 8/28/2003 15:38

Tier One Network Connectivity

Agent's Name: _____

I. NMCI Network

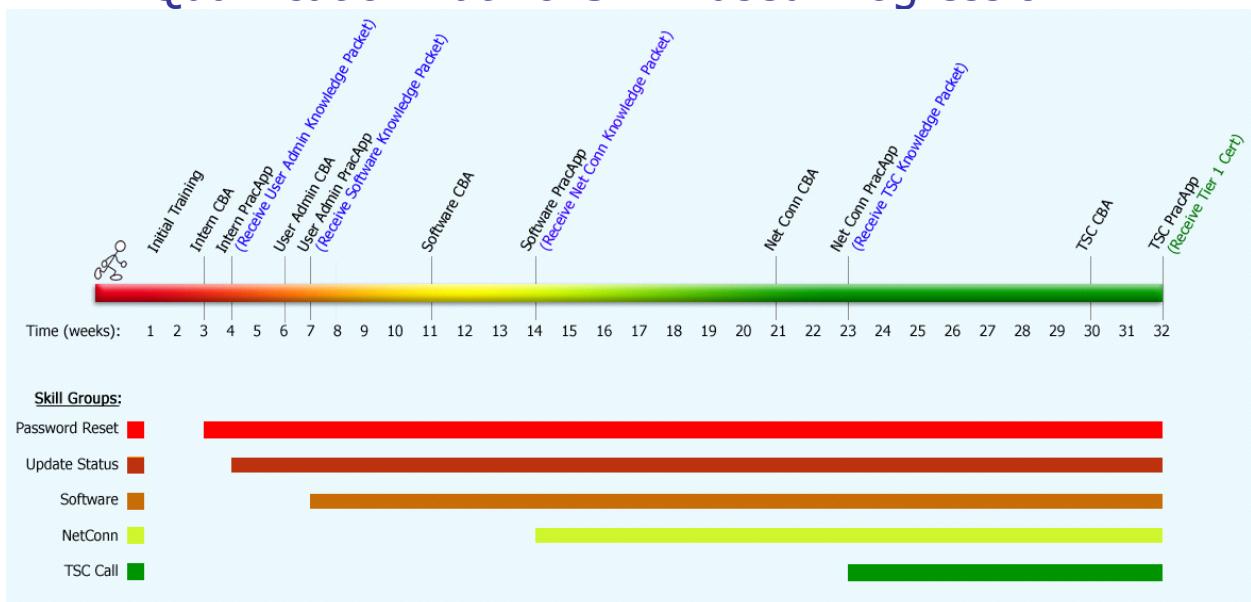
Demonstrate the following skills:	Completion Date	Qualifier	Remedy Ticket
A. Release / renew IP address.			
B. UNC into a computer via PC Name.			
C. UNC into a computer via IP address.			
D. Remotely manage a PC.			
E. Restart the print spooler service.			
F. Change IE and Netscape to SDNI proxy server.			
G. Change IE and Netscape to NRFK proxy server.			
H. Configure IE for FTP.			
I. Configure dial-up proxy settings in IE.			
J. Map a network drive to your site's helpdesk share.			

- RAS
- Citrix
- NMCI Network
- Module 4: TSC
 - Blackberry
 - Palm / Palm Desktop
 - Pocket PC
 - Peripherals
 - Dell Hardware
- ♦ Help Desk Tier II Qualification
 - Module 1: Advanced User and Systems Administration
 - Module 2: Software Distribution
 - Module 3: Dell DPS

Fundamentals

- ♦ Online test-taking application
- ♦ User and Group management
- ♦ Role-based permissions scheme
- ♦ Performance Enhancement
- ♦ Increased Productivity
- ♦ Profitability
 - Increased ability to meet SLA's
 - Reduced attrition
 - Improved morale

Qualification Path & Skill Based Progression...



DOCUMENT CHANGE HISTORY

(List in Reverse Chronological Order)

Effective	Version	Explain the Change Action	By	CAD No.

DOCUMENT REVIEW HISTORY

(List in Reverse Chronological Order)

Reviewed	By	Reason	Results	Comments	CAD No.

DOCUMENT CONTROL INFORMATION

Document ID	Document Owner Team Lead	Document Approver Team Lead	Stored	Retention	Disposition